

JOB DESCRIPTION

JOB TITLE: IT TECHNICIAN

DEPARTMENT: INFORMATION TECHNOLOGY

DIVISION: ADMINISTRATION

REPORTS TO: IT DIRECTOR

SALARY: \$TBD PER HOUR – BASED ON EXPERIENCE

NON-EXEMPT

GENERAL DESCRIPTION

Provide Information Technology and Managed IT Services for Gulf County BOCC, its departments and the Constitutional Offices as needed. This is a highly skilled technical position responsible for supporting all county-owned computers, computer networks and systems administration functions by providing support to all County departments, divisions, officials, agencies and constitutional offices. The position requires comprehensive expertise in maintenance, and security of hardware, software, voice and data networks, databases and web interfaces in a 24x7 support atmosphere. He or she will be expected to install hardware and software, configure LANs, WANs and MANs and maintain network services. The IT Technician will also be expected to maintain and repair equipment and troubleshoot computer or network issues. The IT Technician will also perform help desk operations by taking customers' telephone calls and assisting them in resolving their issues. The IT Technician will not only perform maintenance for the data network but also the voice network communications, and assist the IT Director with defining the strategic direction for electronic communications and services.

Work is performed with some independence under the supervision of the IT Director. Work is reviewed through observations, conferences, reports and results achieved.

ESSENTIAL JOB FUNCTIONS

Representative Duties

- Determine users' technical needs and provide them with appropriate solutions
- Install hardware, software and device drivers on standalone computers
- Install and configure computer networks including LAN and WAN
- Manage network configurations to ensure that all computers on a network can communicate effectively
- Test computers peripherals, hardware and software to ensure that they are working appropriately
- Upgrade software, patches and operating systems on a continuous basis
- Install and configure monitors, keyboards and printers
- Troubleshoot hardware and software problems
- Act as a technical resource in order to assist users with resolving computer issues
- Answer tickets and emails pertaining to users' computer problems
- Ensure that all computers are secured effectively by installing and updating antivirus software
- Set up and organize IPs appropriately
- Train users on new software
- Analyze network problems and manage preventative maintenance procedures
- Explain the role of network applications and equipment to the end users
- Maintain documentation of technical maintenance procedures carried out
- Installing and Servicing Video Camera Systems
- Cellphone setup
- Website Postings
- Office 365 Administration
- Managing local Backup Solutions
- VoIP Phone System Management.

Technical Environment

The information below describes examples of the hardware and software environment(s) which may be used by the County. The employee should have experience with, but shall not be limited to, the following programming languages, databases, operating systems, hardware, software, network (data and voice) and applications and web services currently deployed by the County:

A. Programming Languages and Tools

SQL, Visual Basic, Crystal, HTML, JAVA, .NET, C#, etc.

B. Database Management Systems

MS Access, MySQL, MS SQL Server 2000 or higher, ArcGIS 9.x, etc.

C. Operating Systems and Web Services

Microsoft Windows 7 or higher, Microsoft Small Business Server 2011, Microsoft Server 2003, Microsoft Server 2008 or higher, MS Active Directory and Group Policy administration, IIS 6.0 or higher, etc.

D. Network (Data and Voice)

TCP/IP & RFC standards & protocols, Multicast, SNMP/RMON, Cisco, CSWI SW, 28XX – 37XX routers, Catalyst 29XX – 65XX including MSFC and multilayer switching (DNS, socks, PIX firewall & network monitoring), ATM, T1, T3, Frame Relay, VPN, Wireless LAN and WAN, PBX, VoIP, SIP, CME, Video Conferencing, etc.

E. Hardware

Must have the ability to operate/manipulate any current systems operated by the County BOCC and/or constitutional offices.

F. Applications and Productivity Tools

Cloud Based Applications, MUNIS Financial Management, HR, Inventory, Work Order, Wireless, Imaging, Internet/Intranet, E-Commerce, Corrections, Code Enforcement, GIS and Planning. Email Systems, Microsoft Office Professional 2010 or higher, MS FrontPage, MS Project, MS Publisher, MS Visio, MS PowerPoint, Microsoft Office 365 etc.

The above scope of services are to be provided at the following Offices:

All Locations and All Employees of Each Office:

- Gulf County Board of County Commissioners
 - Gulf County Public Works
 - Gulf County Extension Service
 - Gulf County Emergency Operations Center
 - Gulf County Emergency Medical Services
- Gulf County Sheriff's Office
- Gulf County Supervisor of Elections
- Gulf County Property Appraiser
- Gulf County Clerk of Court
- Gulf County Tax Collector

ESSENTIAL PHYSICAL SKILLS

- Acceptable vision (with or without correction)
- Acceptable hearing (with or without correction)
- Ability to sit at a desk and view a display screen for extended periods of time.
- Ability to communicate using speech, hearing and vision skills.
- Ability to access computers, accessory equipment required to achieve the IT needs of the County.
- Ability to stoop, crawl, lift in all situations necessary.

ENVIRONMENTAL CONDITIONS

Constant: Working inside and closely with others. Incumbents typically work in an office setting. Work involves management of multiple priorities and can involve face-to-face interactions in stressful or sensitive situations.

Essential tasks include use of the telephone and personal computer, writing, driving a personal vehicle, and traveling to conferences, meetings, and seminars.

Minimum Qualifications

Employee shall have: Associate's or Bachelor's Degree in Computer Science, Management Information Systems, or closely related field; an A+ and Network+ certifications or equivalent credentials or experience.

The Employee shall have: Four (4) years of demonstrated experience supporting software applications and technical environments; Four (4) years of experience administering small to medium data and voice network architectures; extensive practical knowledge of all layers of the OSI network model; applied expert knowledge of Internet and Intranet technologies, WAN and LAN technologies; experience in designing, planning and implementing data and voice network solutions; project planning and management skills, including ability to identify and assess risk; exceptional verbal, written, interpersonal and presentation skills; and be able to work constructively in a team environment and with non-technical communities.

LICENSE

Applicant must have a valid Florida Drivers' License at the date of hire and maintain said license while employed in this position.